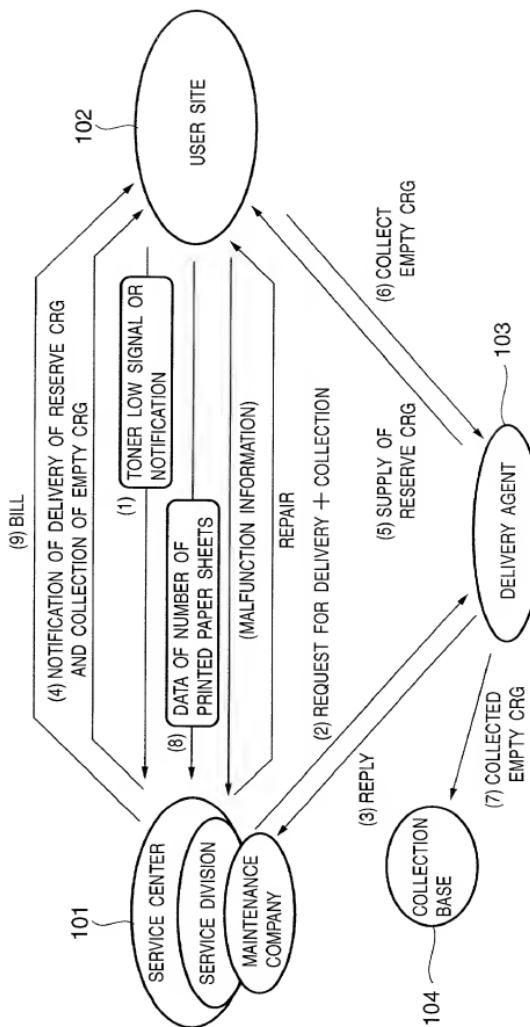


FIG. 1



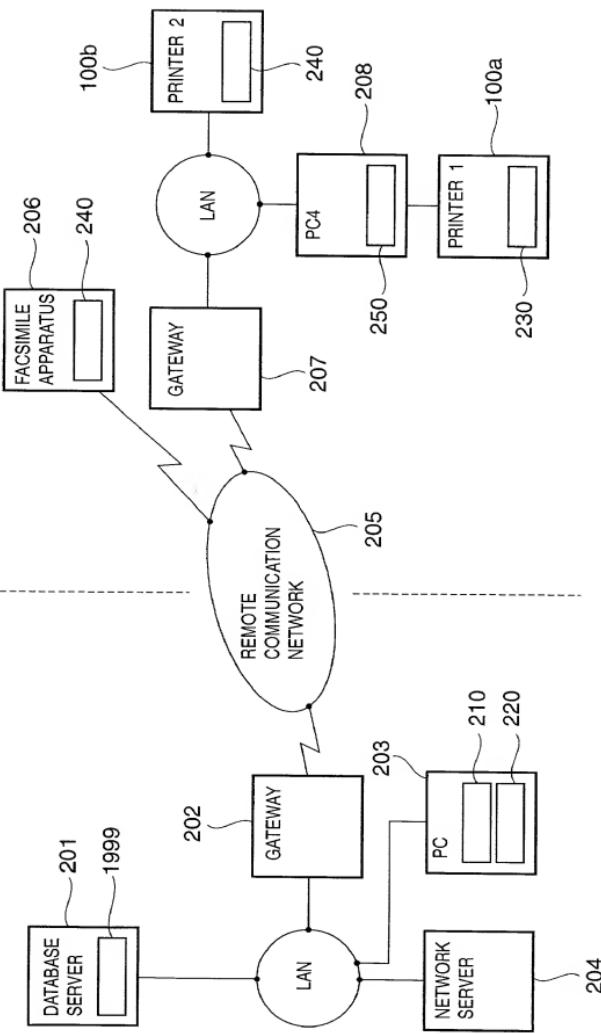
**FIG. 2**

---

**101 SERVICE CENTER**

---

**102 USER SITE**



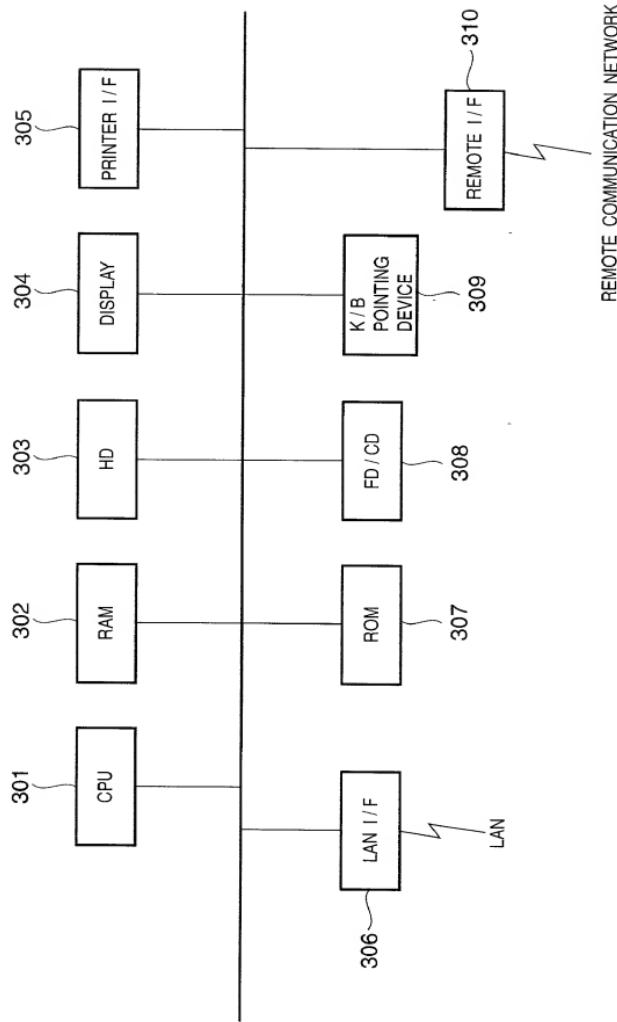
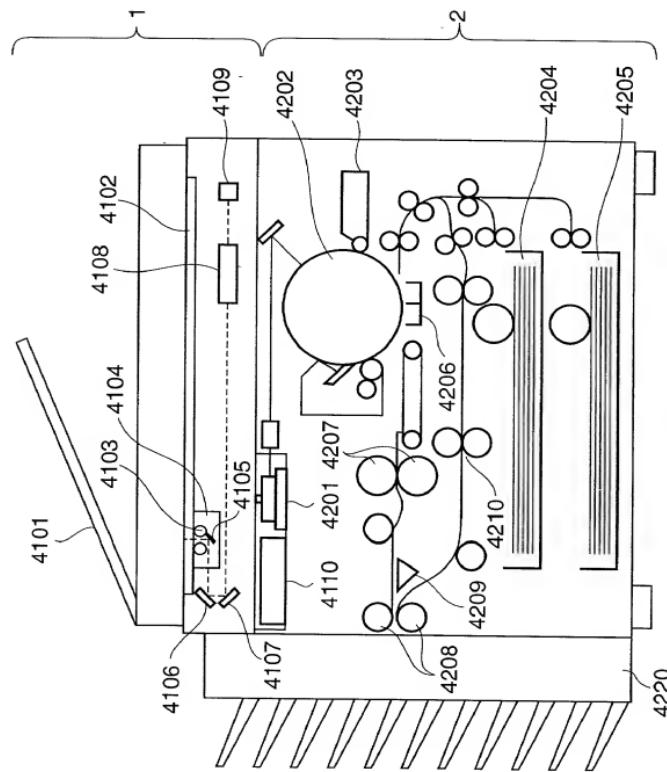
**FIG. 3**

FIGURE 201-29TTSZ60

**FIG. 4**

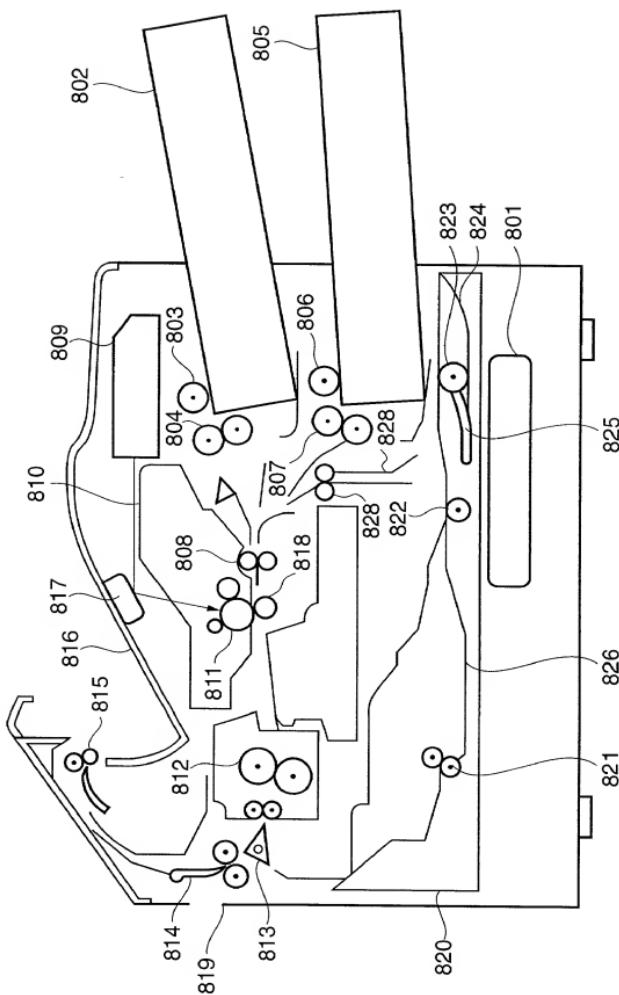
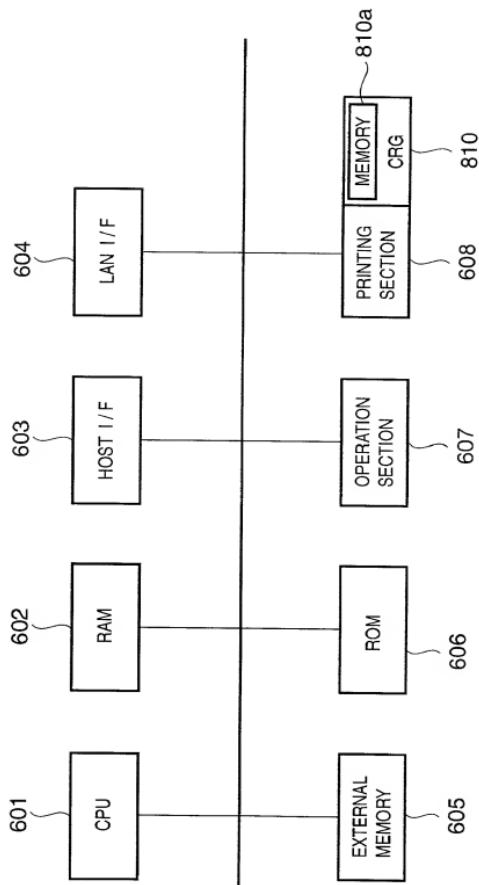
**FIG. 5**

FIG. 6



TOSHIBA ESTABLISHED

FIG. 7

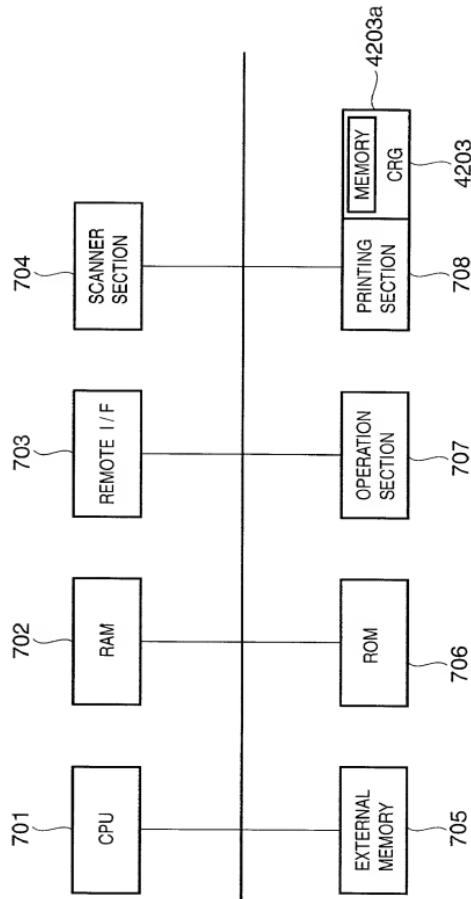
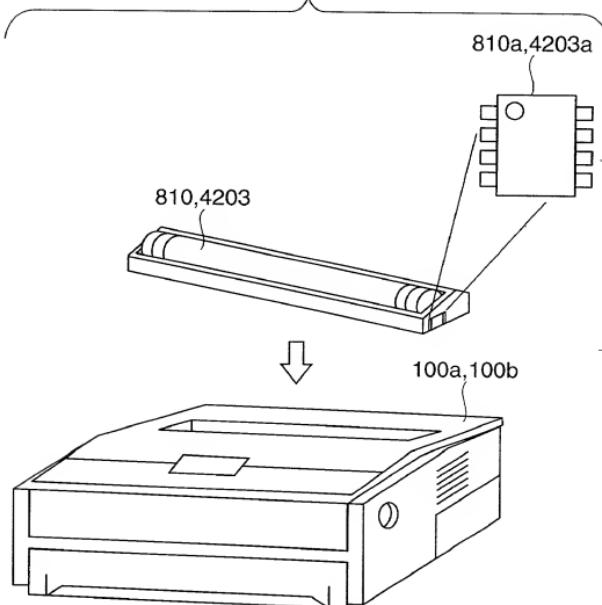


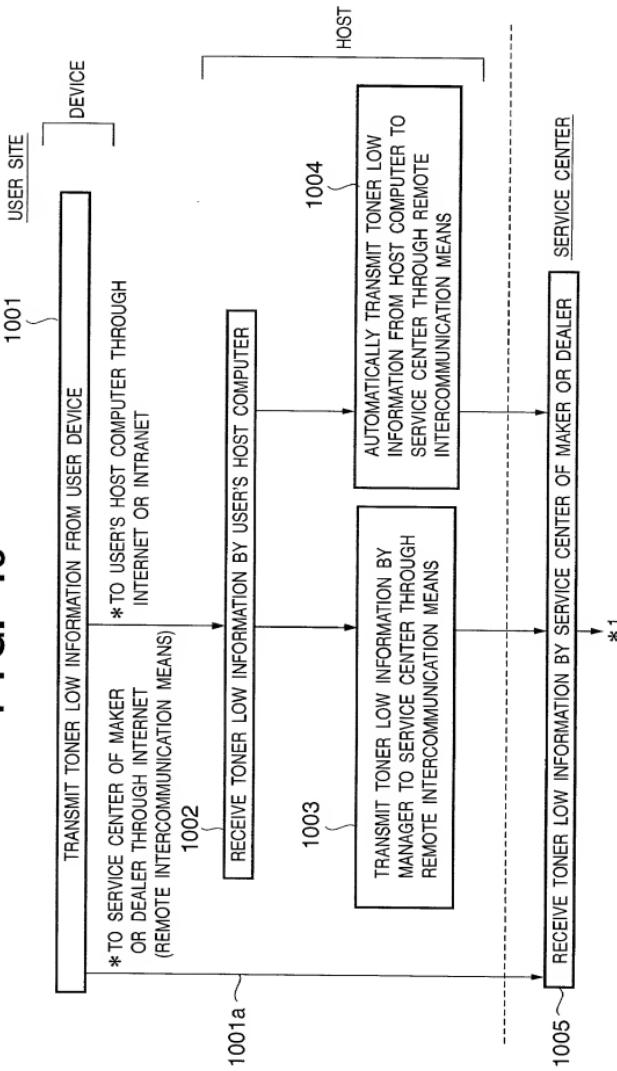
FIG. 8



**F I G. 9**

TOTAL COUNT / TOTAL JAM COUNT	901
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A3	902
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A4	903
REMAINING TONER AMOUNT	904
USE START DAY / END DAY	905
USE PERIOD	906
CARTRIDGE TYPE ID / SERIAL NO.	907

FIG. 10



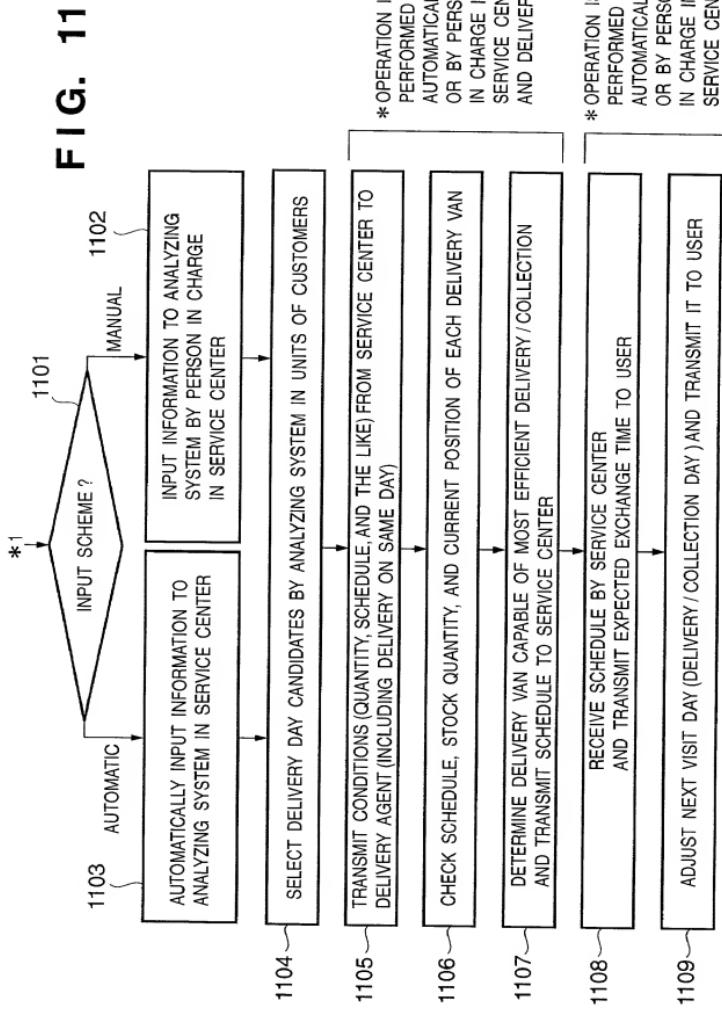
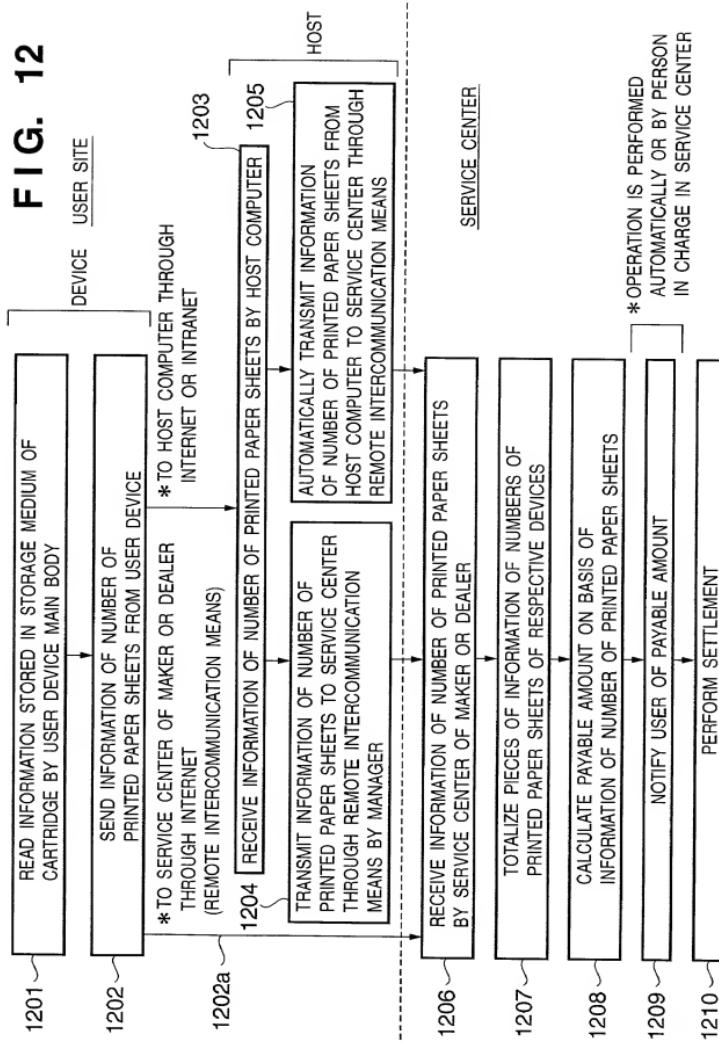


FIG. 12



## FIG. 13

**! IT IS TIME TO EXCHANGE CARTRIDGE**

TONER IN YOUR MACHINE NAME IS RUNNING SHORT  
(\*OR \_\_\_\_\_ % REMAINS)

EXPECTED EXCHANGE TIME IS

\* \* \* \* YEAR \* \* MONTH \* \* DAY — \* \* \* \* YEAR \* \* MONTH \* \* DAY

MAY WE DELIVER RESERVE CARTRIDGE ?

YES

NO

\* IF YOU SELECT "YES", ADJUSTMENT OF VISIT DAY  
(DELIVERY DAY) WILL BE DONE ON NEXT WINDOW

IF "NO", WINDOW IS RE-DISPLAYED  
AFTER PREDETERMINED TIME

IF "YES", WINDOW IS SWITCHED TO  
ADJUSTMENT WINDOW

## FIG. 14

WE ADJUST VISIT DAY (DELIVERY DAY)

EXPECTED EXCHANGE TIME IS:  
 \* \* \* \* YEAR \* \* MONTH \* \* DAY — \* \* \* \* YEAR \* \* MONTH \* \* DAY

PLEASE INPUT CONVENIENT DAYS FOR YOU

<FIRST CHOICE>

YEAR  MONTH  DAY ~  MONTH  DAY  
 TIME:  TO  O'CLOCK

<SECOND CHOICE>

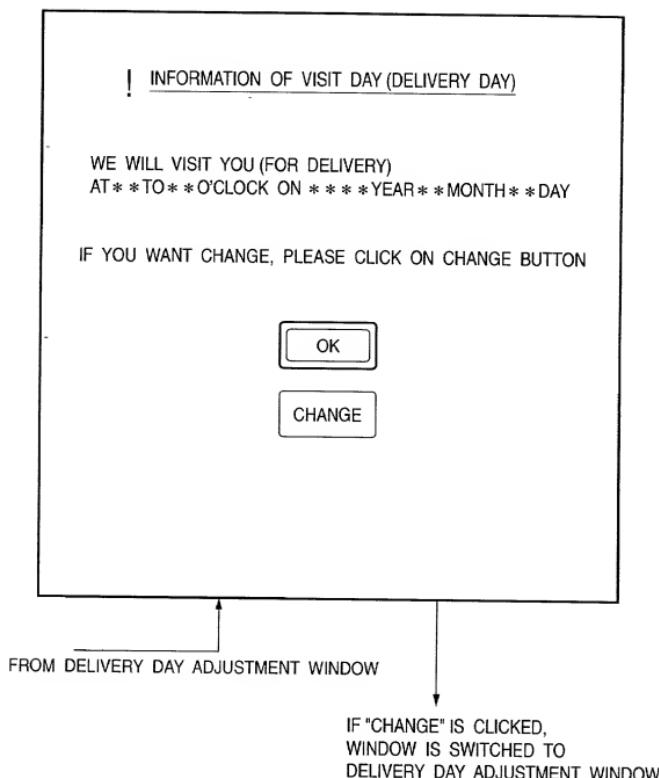
YEAR  MONTH  DAY ~  MONTH  DAY  
 TIME:  TO  O'CLOCK

IF "TRANSMIT" IS CLICKED,  
 WINDOW IS SWITCHED TO  
 DELIVERY DAY NOTIFICATION WINDOW

IF "CANCEL" IS CLICKED,  
 WINDOW RETURNS TO  
 TONER LOW NOTIFICATION WINDOW

09784162-024304

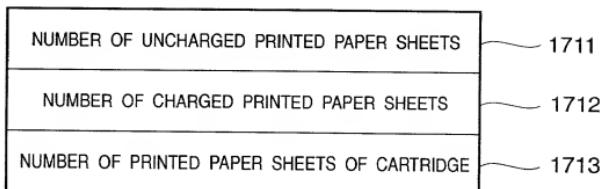
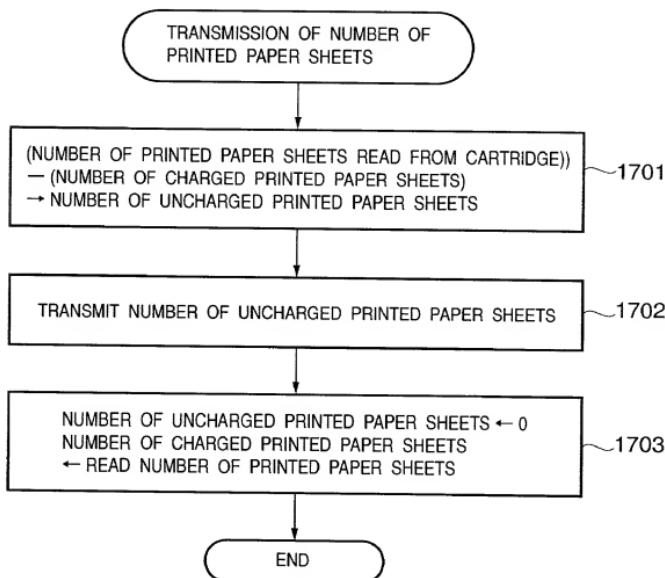
## FIG. 15



09781452-021304

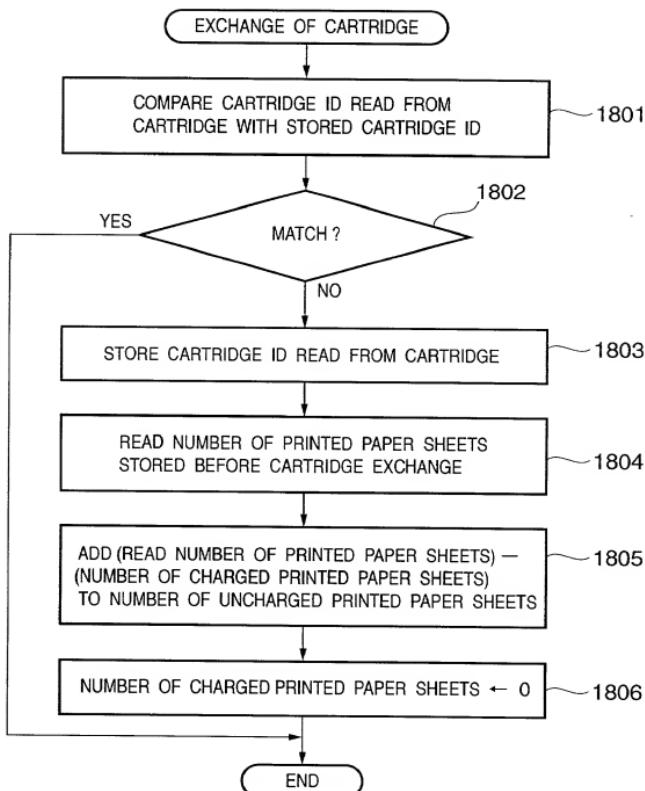
FIG. 16

! INVOICE

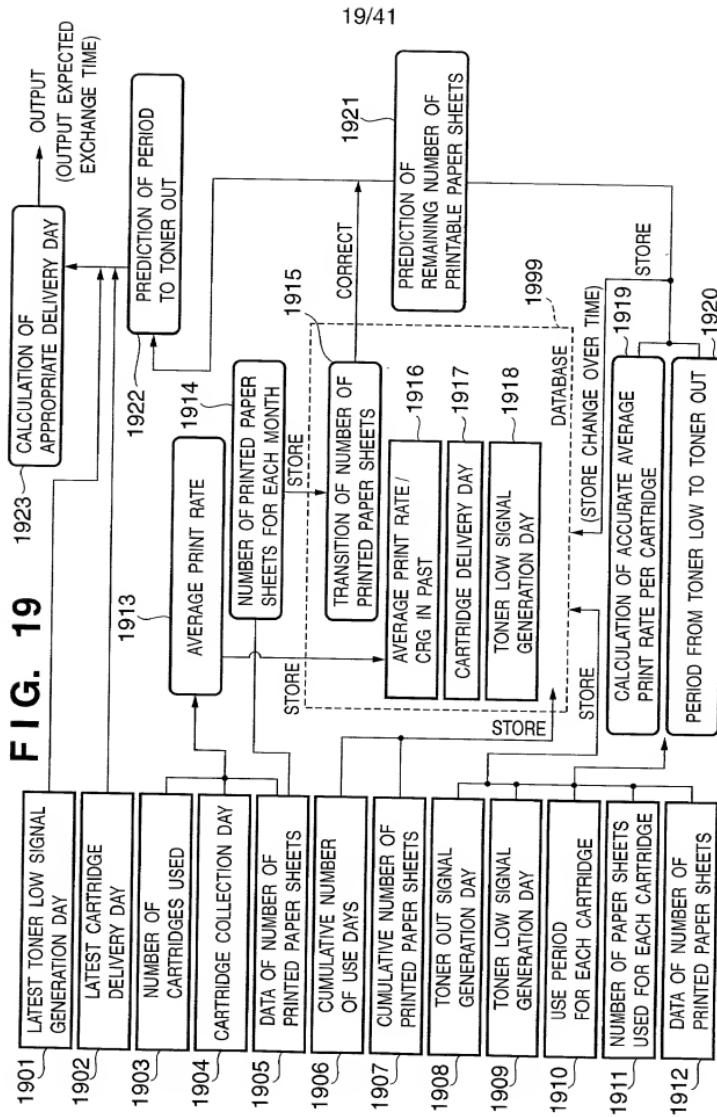
**F I G. 17A****F I G. 17B**

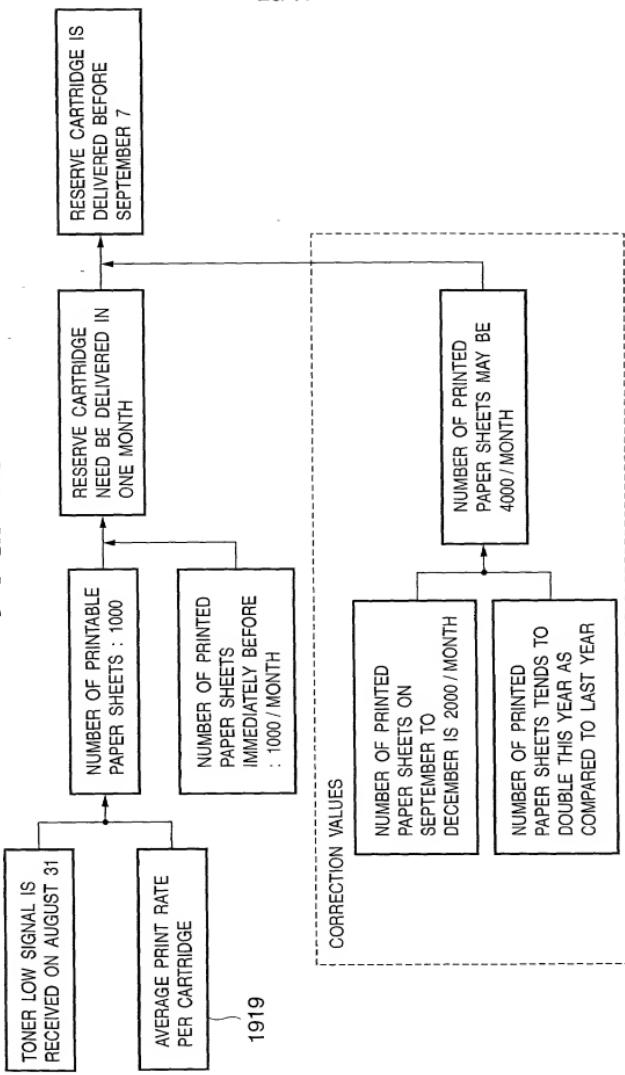
024307-00000000000000000000000000000000

FIG. 18

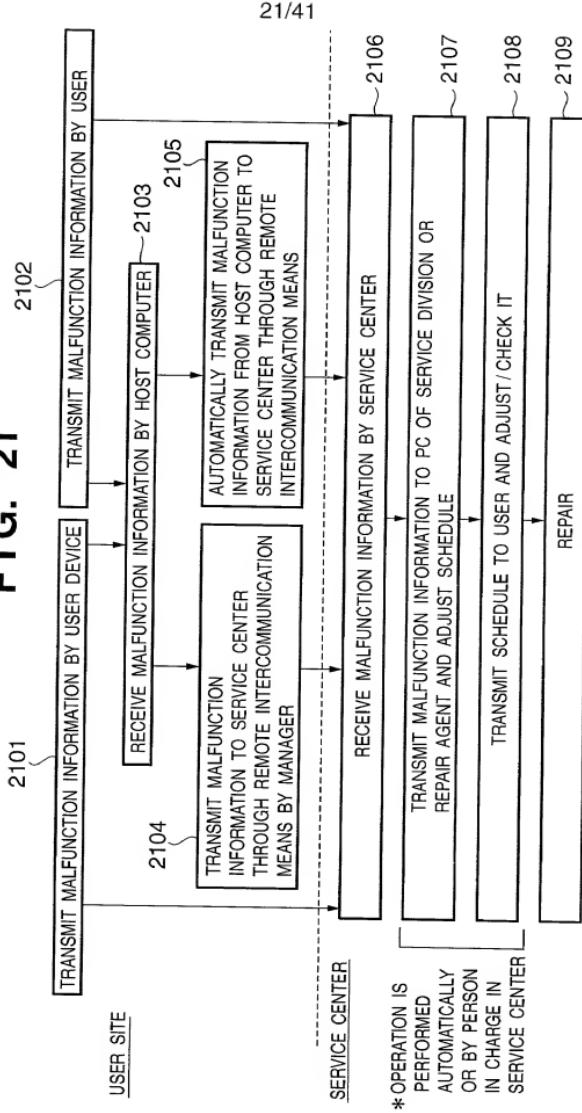


T00730\*35778769



**FIG. 20**

**FIG. 21**



## FIG. 22A

WE WILL ADJUST VISIT DAY FOR REPAIR

PLEASE INPUT CONVENIENT DAYS FOR YOU

<FIRST CHOICE>

YEAR  MONTH  DAY ~  MONTH  DAY  
TIME:  To  O'CLOCK

<SECOND CHOICE>

YEAR  MONTH  DAY ~  MONTH  DAY  
TIME:  To  O'CLOCK

## FIG. 22B

### MALFUNCTION SITUATION NOTIFICATION SHEET

PLEASE SELECT SYMPTOM OF YOUR MACHINE

- PAPER JAMS CONTINUE TO OCCUR
  - IMAGE IS DIRTY
  - NO IMAGE IS PRINTED
- .....

**FIG. 23**

TOTAL NUMBER OF PRINTED / JAMMED PAPER SHEETS	2300
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A3	2301
NUMBER OF PRINTED / JAMMED PAPER SHEETS FOR A4	2302
SERVICE CENTER ADDRESS	2303
CARTRIDGE TYPE ID	2304

# FIG. 24

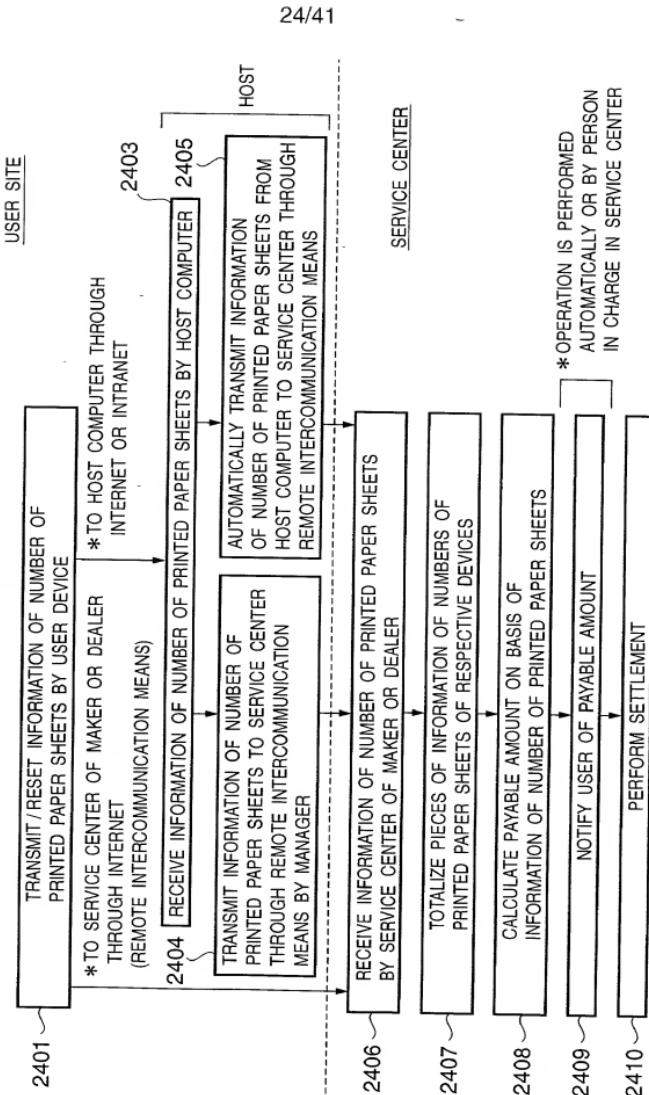
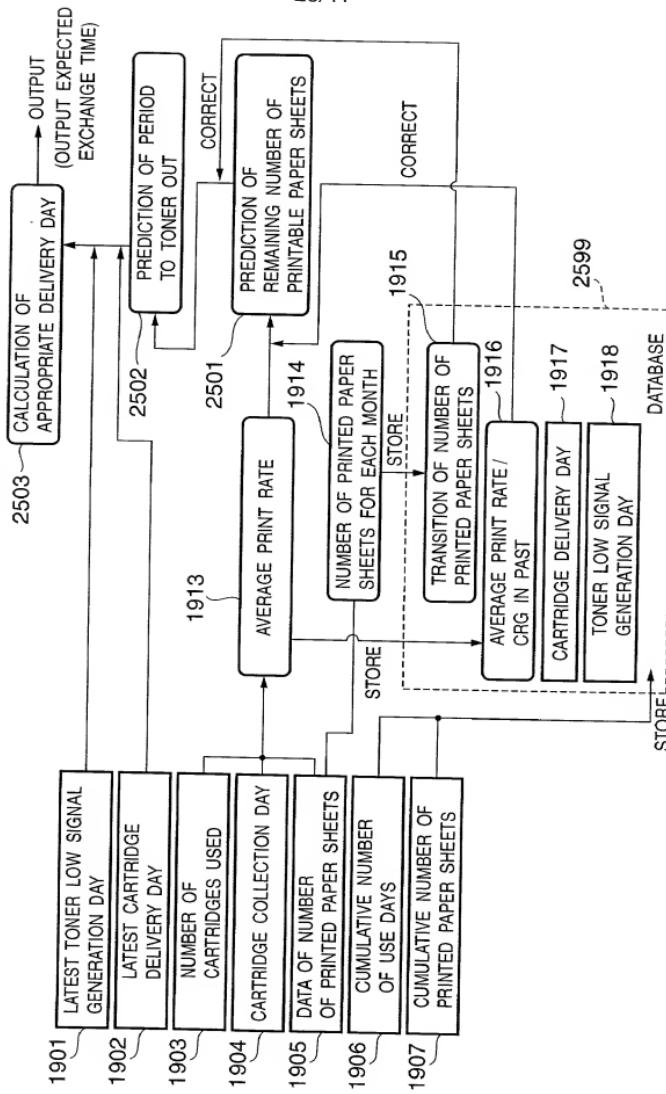
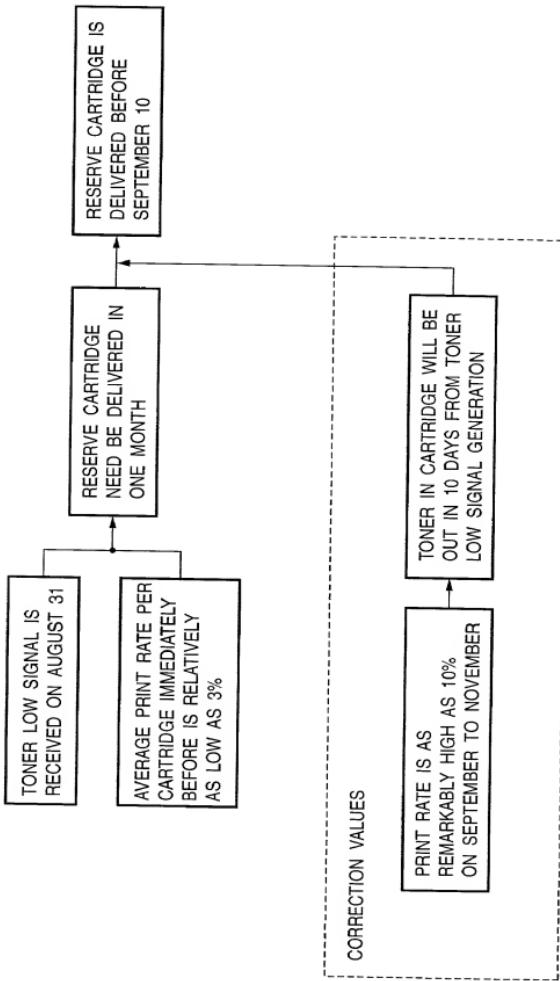


FIG. 25



TOP SECRET//COMINT

FIG. 26



T00720 "33778450

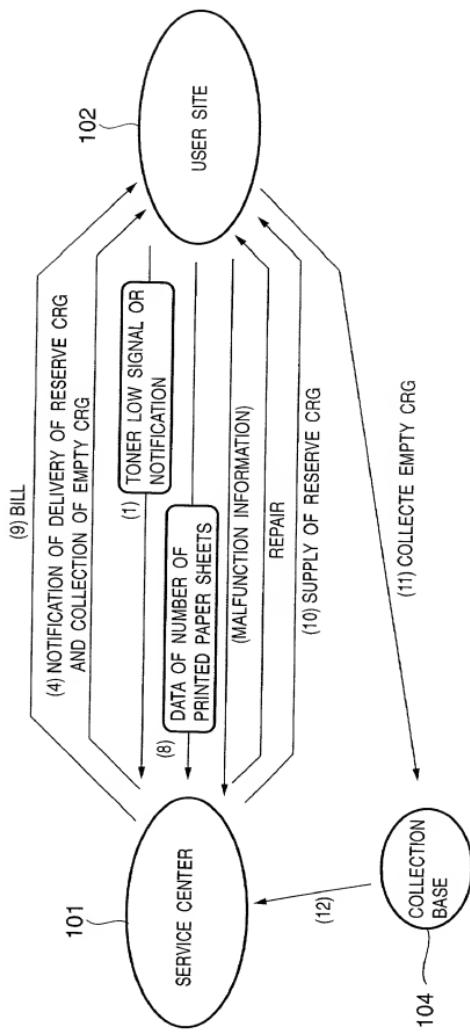
**FIG. 27**

FIG. 28

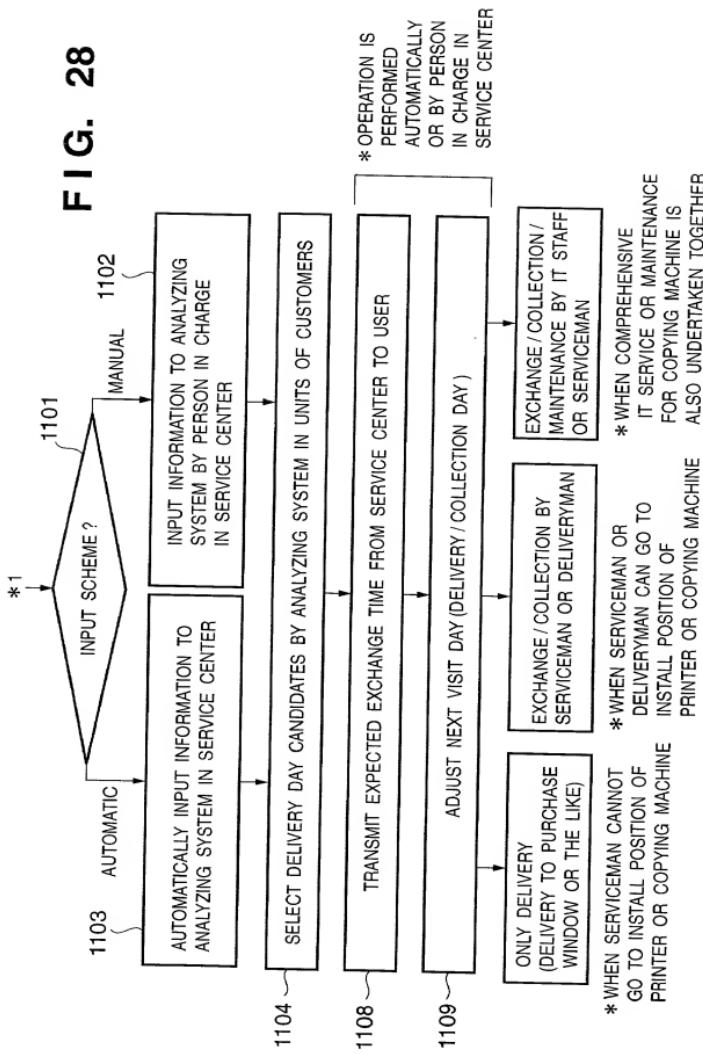
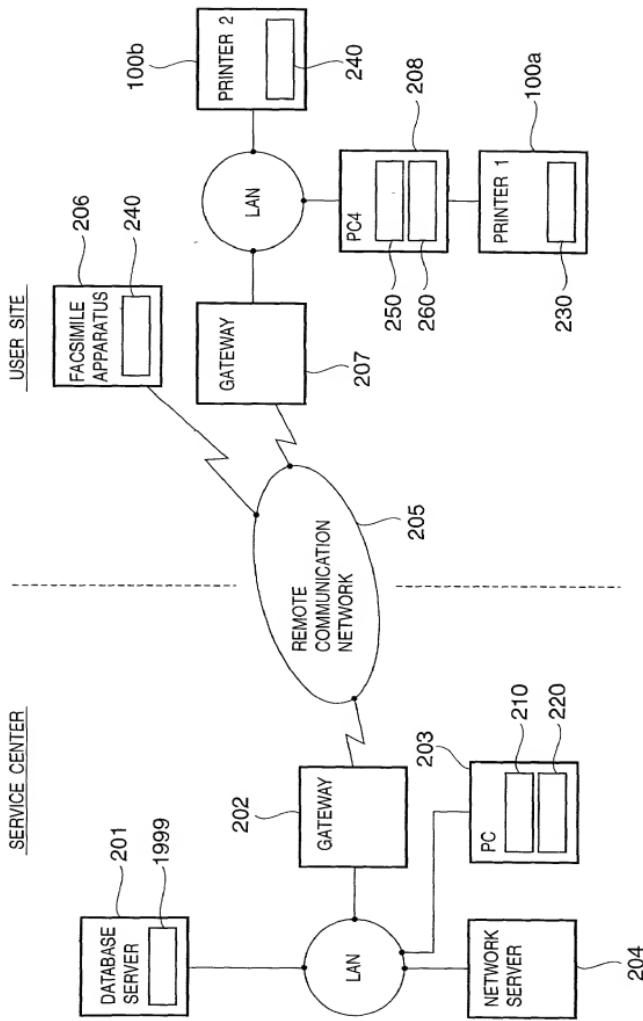
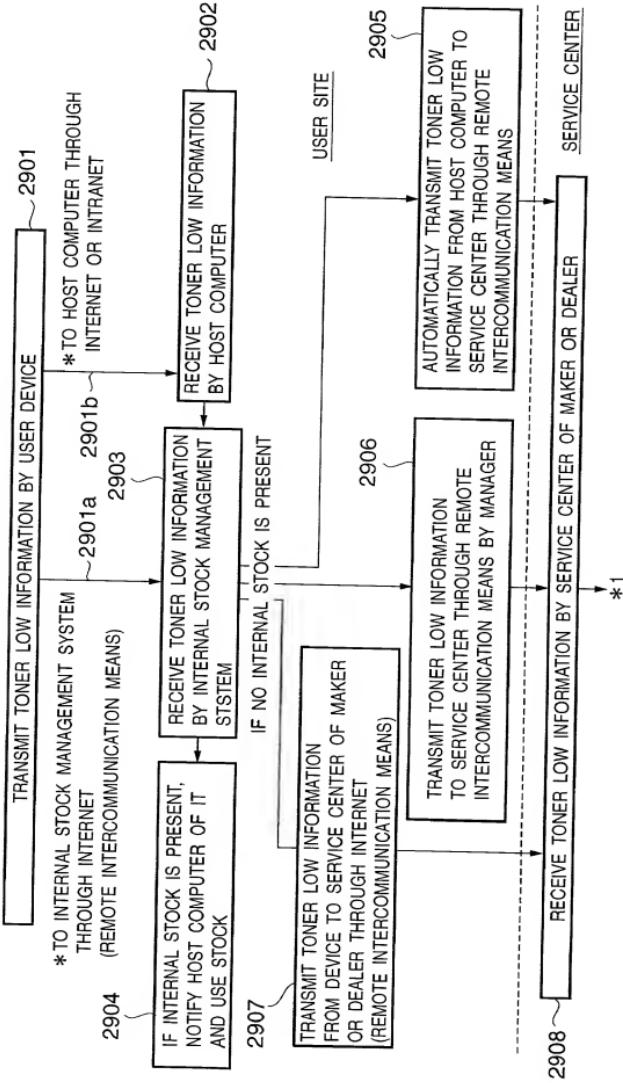
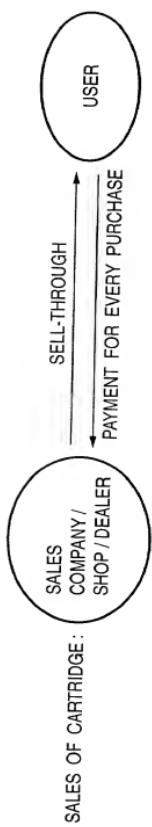


FIG. 29

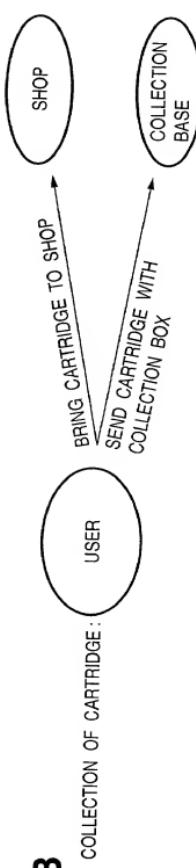


**FIG. 30**

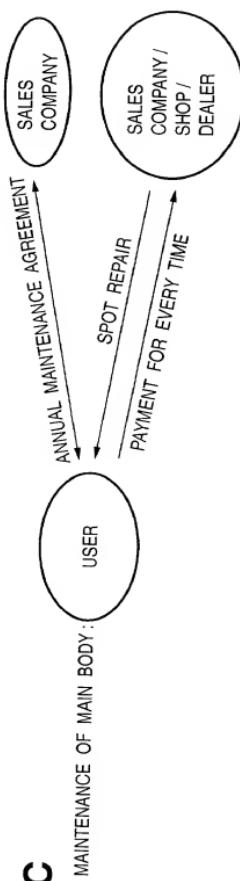
**FIG. 31A**



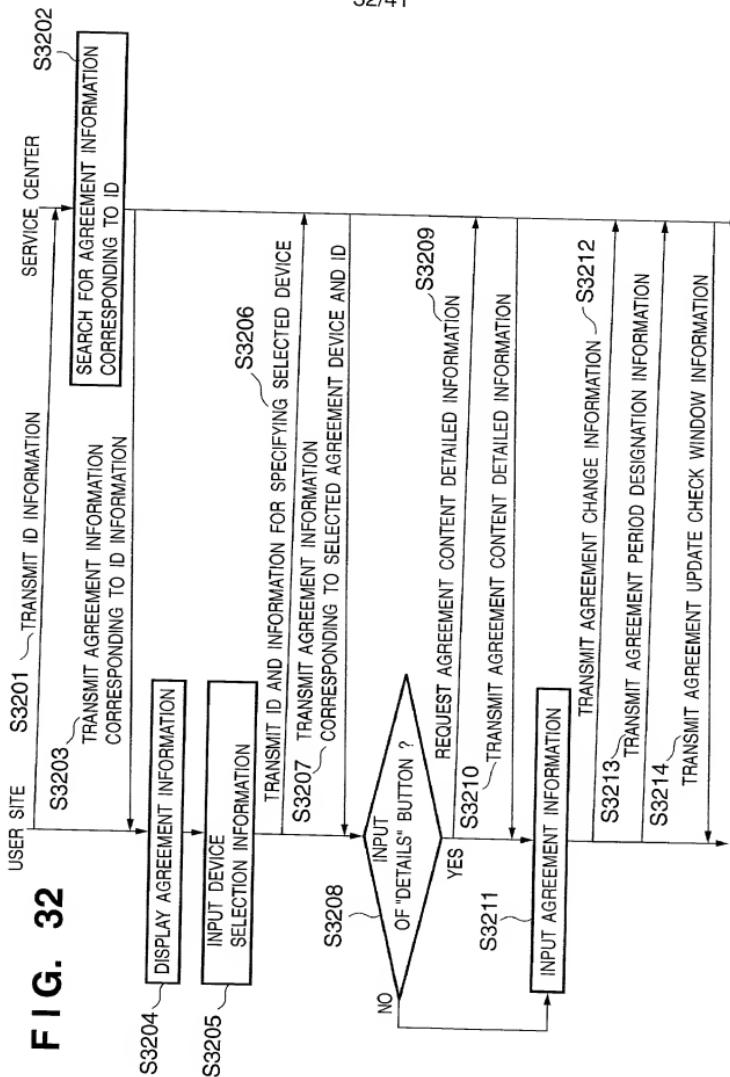
**FIG. 31B**



**FIG. 31C**



# FIG. 32



## FIG. 33

3301

3302

3303

3304

3305

3306

3307

3308

3309

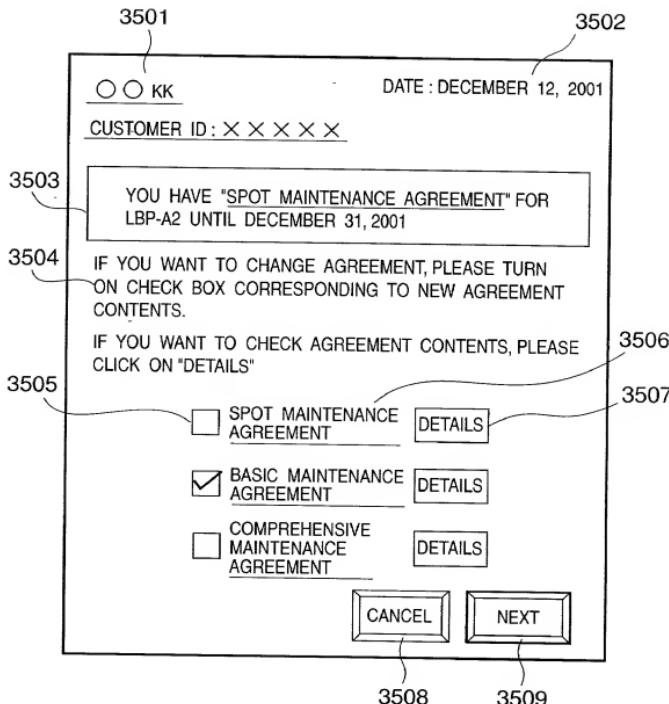
<input type="radio"/> KK <u>CUSTOMER ID : X X X X X</u>		DATE : DECEMBER 12, 2001	
<p>IF YOU WANT AGREEMENT FOR PRINTER, PLEASE TURN ON BOXES ON LIST OF PRINTERS USED BELOW AND CLICK ON "NEXT"</p>			
MODEL FOR AGREEMENT	AGREEMENT CONTENTS		
<input type="checkbox"/> LBP-A1	BASIC MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	3307
<input checked="" type="checkbox"/> LBP-A2	SPOT MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
<input type="checkbox"/> LBP-B1	COMPREHENSIVE MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
<input type="checkbox"/> LBP-B2	COMPREHENSIVE MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
<input type="checkbox"/> LBP-B3	SPOT MAINTENANCE AGREEMENT	<input type="button" value="DETAILS"/>	
<input type="button" value="CANCEL"/> <input type="button" value="NEXT"/>			

FIG. 33/41-20011212

**FIG. 34**

PRINTER FOR AGREEMENT	CARTRIDGE ID	AGREEMENT CONDITION	NUMBER OF PRINTS	UNIT PRICE (YEN / PRINT)	TOTAL AMOUNT (YEN)	AGREEMENT PERIOD
LBP-A1	AAAA	BASIC MAINTENANCE AGREEMENT	50 LEAVES	13 YEN	650 YEN	2001/01/01~2001/12/31
LBP-A2	BBBB	SPOT MAINTENANCE AGREEMENT	105 LEAVES	10 YEN	1050 YEN	2001/07/01~2001/12/31
LBP-B1	CCCC	COMPREHENSIVE MAINTENANCE AGREEMENT	250 LEAVES	14 YEN	3500 YEN	2001/01/01~2002/06/30
LBP-B2	DDDD	COMPREHENSIVE MAINTENANCE AGREEMENT	400 LEAVES	14 YEN	5600 YEN	2001/01/01~2002/06/30
LBP-B3	EEEE	SPOT MAINTENANCE AGREEMENT	500 LEAVES	9 YEN	4500 YEN	2001/01/01~2001/12/30

## FIG. 35



09734152-021304

**FIG. 36A**

3601

3602

Maintenance Agreement System	Charge for use of cartridge	Charge for repair *1
SPOT MAINTENANCE AGREEMENT	INCLUDED	PAY EXPENSE FOR EACH REPAIR
BASIC MAINTENANCE AGREEMENT	INCLUDED	INCLUDED / UPPER LIMIT AMOUNT ACCORDING TO AGREEMENT PERIOD IS SET FOR EACH MODEL *2
COMPREHENSIVE MAINTENANCE AGREEMENT	INCLUDED	INCLUDED / NO PARTICULAR UPPER LIMIT AMOUNT IS SET, AND ANY REPAIR IS DONE FREE

36/41

\*1) CHARGE FOR REPAIR INCLUDES ALL EXPENSES FOR REPAIR, INCLUDING CHARGES FOR DISPATCH, REPAIR, AND COMPONENTS

\*2) UPPER LIMIT AMOUNT FOR EACH MODEL IS SHOWN IN TABLE BELOW

3604

3605

MODEL	UPPER LIMIT AMOUNT (FOR SIX MONTHS)
LBP-A	¥20,000
LBP-B	¥30,000
LBP-C	¥15,000

**FIG. 36B**

**F I G. 37**

MODEL	UNIT PRICE PER PRINT FOR AGREEMENT CONTENTS		
	SPOT MAINTENANCE AGREEMENT	BASIC MAINTENANCE AGREEMENT	COMPREHENSIVE MAINTENANCE AGREEMENT
LBP-A	10 YEN	13 YEN	15 YEN
LBP-B	9 YEN	12 YEN	14 YEN
LBP-C	12 YEN	15 YEN	16 YEN
LBP-D	7 YEN	9 YEN	10 YEN

**FIG. 38**

3801  
OK

DATE : DECEMBER 12, 2001

CUSTOMER ID : XXXXXX

3802

TYPE OF AGREEMENT FOR LBP-A2 IS BEING CHANGED FROM  
"SPOT MAINTENANCE AGREEMENT" TO  
"BASIC MAINTENANCE AGREEMENT"

\* CURRENT AGREEMENT IS "SPOT MAINTENANCE AGREEMENT"  
UNTIL DECEMBER 31, 2001

3803

3804

PLEASE INPUT DESIRED AGREEMENT PERIOD

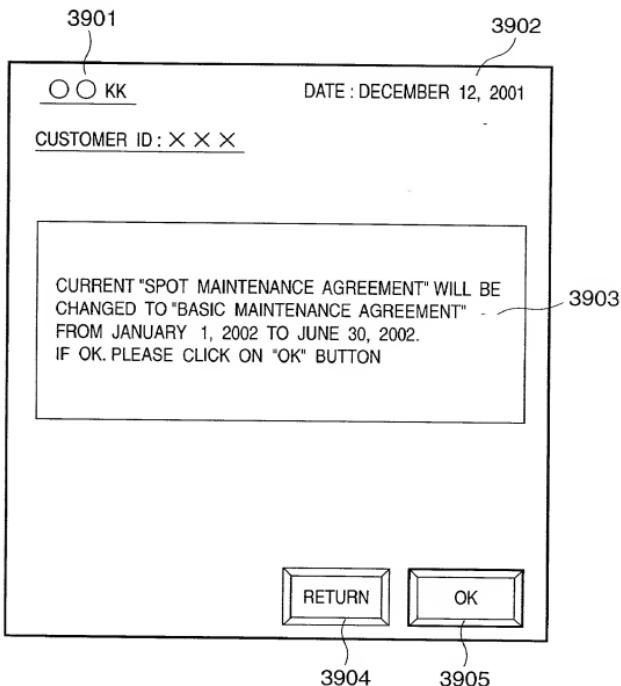
FROM JANUARY 1, 2002  
TO   ,   , 200

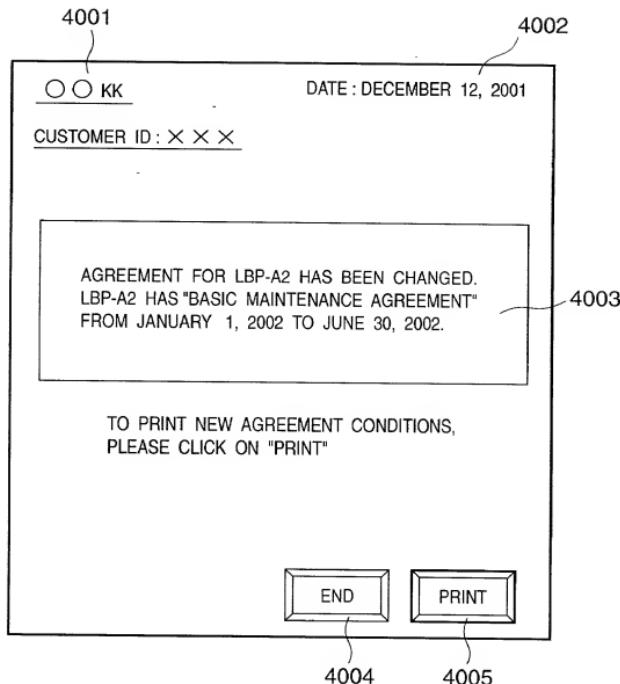
3805

3806

RETURN      OK

## FIG. 39



**F I G. 40**

T0CTE90-024504

**FIG. 41**

41/41

PRINTER FOR AGREEMENT	CARTRIDGE ID	AGREEMENT CONDITION	NUMBER OF PRINTS	UNIT PRICE (YEN / PRINT)	TOTAL AMOUNT (YEN)	AGREEMENT PERIOD
LBP-A1	AAAA	BASIC MAINTENANCE AGREEMENT	50 LEAVES	13 YEN	650 YEN	2001/01/01～2001/12/31
LBP-A2	BBBB	SPOT MAINTENANCE AGREEMENT	105 LEAVES	10 YEN	1050 YEN	2001/07/01～2001/12/31
LBP-B1	CCCC	COMPREHENSIVE MAINTENANCE AGREEMENT	250 LEAVES	14 YEN	3500 YEN	2001/01/01～2002/06/30
LBP-B2	DDDD	COMPREHENSIVE MAINTENANCE AGREEMENT	400 LEAVES	14 YEN	5600 YEN	2001/01/01～2002/06/30
LBP-B3	EEEE	SPOT MAINTENANCE AGREEMENT	500 LEAVES	9 YEN	4500 YEN	2001/01/01～2001/12/31
LBP-A2	BBBB	BASIC MAINTENANCE AGREEMENT	0 LEAVES	13 YEN	0	2002/01/01～2002/06/30